

KEY BUSINESS INTEGRATIONS



Comparison Matrix
for CallTower's UC Solutions

CallTower provides UCaaS solutions that are designed to help organizations stay connected and stay ahead in today's fast-paced business environment. One of the key features of CallTower's UCaaS solutions is their ability to seamlessly integrate with a wide range of other business tools, including contact center solutions, E911 and emergency notification systems, failover options, SMS text messaging, and a variety of devices – all available on CallTower's international voice-optimized network.

The integration of contact center solutions is essential for businesses that want to provide exceptional customer service. CallTower's UCaaS solutions seamlessly integrate with a variety of contact center solutions, allowing businesses to manage all aspects of their communication in one place. This integration enables organizations to streamline communication channels and improve customer service, ultimately leading to increased customer satisfaction and loyalty.



E911 and emergency notification systems are crucial for any organization, particularly those that operate in high-risk environments. CallTower's UCaaS solutions integrate with E911 and emergency notification systems, ensuring that employees and customers can quickly and easily contact emergency services when needed. These integrations provide added peace of mind and security for businesses and their employees.

Failover options are an essential feature for businesses that rely heavily on communication tools. CallTower's UCaaS solutions offer one-click failover options, enabling businesses to switch to a backup system quickly and easily in the event of an outage or other issue. This feature ensures that businesses can continue to operate smoothly, even in the face of technical difficulties.

Finally, CallTower's UCaaS solutions are available on a variety of international systems, making it easy for businesses to stay connected no matter where they are located. With 85+ countries and over 6000 cities available through 45 carriers and internet peering partners, CallTower's UCaaS solutions are truly global. This international availability ensures that businesses can operate seamlessly, regardless of their location

Features	Webex Calling	MS Teams OC/DR	CT Cloud Voice	Zoom
Telephony				
Number Porting	●	●	●	●
Desktop Soft Client	●	●	●	●
Device Management	●	●	●	●
Desk Phone	●	●	●	●
Mobile Client (Full Call Ability Functionality)	●	●	●	●
IPC Turret System		●	●	●
Computer to Computer Calls	●	●	●	●
Click to Dial from Outlook	●	●	●	●
Outlook Contact Synchronization	●	●	●	●
PSTN Calling	●	●	●	●
Contact Center Integration	●	●	●	●
Speech to Text Transcription	●	●	Add-On	Email Client
Auto Attendant	●	●	●	●
Voice Recognition from Auto Attendant	●	●	●	●
Hunt Groups	●	●	●	●

Features				
	Webex Calling	MS Teams OC/DR	CT Cloud Voice	Zoom
Telephony				
Roll Over Lines	●	●	●	●
Encryption from PBX to Phone	●	●	●	●
One-Click Failover	●	●	●	●
Call Queuing / Hybrid Work	●	●	●	●
Analog Device (SIP) Trunks via CT Cloud	●	●	●	●
Integration with Personal Contacts	●	●	●	●
Voicemail	●	●	●	●
Call Hold / Call Forwarding	●	●	●	●
Status Change Alerts	●	●	●	●
Find-Me-Follow-Me	●	●	●	●
Call Forking/Simultaneous Ring	●	●	●	●
SMS Text Messaging	Add-On	●	●	Add-On
Call Park	●	●	●	●
Webex Go	●			
Teams Mpbile		●		

Features	Webex Calling	MS Teams OC/DR	CT Cloud Voice	Zoom
Telephony				
Custom Hold Music	●	●	●	●
Corporate Speed Dials	●	●	●	●
Call Forwarding Unregistered/Unanswered	●	●	●	●
Shared Lines/Delegates	●	●	●	Link
Direct to Voicemail (DVM)	●	●	●	●
International Coverage (70+ countries & 6K+ cities)	●	●	●	●
Native Multiple cast paging		●	●	●
CRM integration	●	●	●	●
Native Automatic Call Distribution (ACD)	●	Add-On	●	●
Conferencing & Collaboration				
Instant Messaging (IM)	●	●	●	●
Outlook Calendar Integration	●	●	●	●
Create a Meeting from Outlook	Add-On	●	●	●
Video Conferencing	●	●	●	●
Web Conferencing (Join Online)	●	●	●	●

Features				
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Conferencing & Collaboration				
Mobile Client (IM, Presence, Audio/Video)	●	●	●	●
Schedule and Host Conferences	●	●	●	●
Compliance Recording of Meetings and Conferences	●	●	●	●
Desktop Sharing	●	●	●	●
Application and White Board Sharing	●	●	●	●
Meet Me Conferencing	●	●	●	●
On Demand Conferencing	●	●	●	●
System				
End User/Admin Portal Login	●	●	●	●
E911 Service	●	●	●	●
Emergency Text and Email Notification	●	●	●	
Visitor/Student/Bus/Drill Management System	●	●	●	
Credit Card Machines	●	Add-On	●	●
Paging / Door Buzzers		Add-On	●	

Features	Webex Calling	MS Teams OC/DR	CT Cloud Voice	Zoom
System				
Mobility app Solution	●	●	●	●
CT Cloud Boost		●	●	
CT Analytics	●	●	●	●
Artificial Intelligence	Add-On	Add-On		Add-On
Webinar / Live Event / Advanced Features	Add-On	Add-On	Add-On	Add-On



For more information

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